

THIS IS YOUR *CITY OF MUSKEGON*

A Citizens Handbook



Muskegon is a city with a rich history and strong sense of community. You will find that Muskegon's high level of services, recreational opportunities and spectacular shoreline provide for a high quality of life. Part of understanding the community means quickly learning about local rules that impact your daily life. This information packet is provided to help you become familiar with our services and to be a good neighbor. Remember, quality neighborhoods benefit everyone by keeping our City an attractive, clean, and safe place to visit, work, live and raise families.

The following is information about some of our most common questions—or sources of complaints. If you have any questions feel free to visit the following links below.

www.Muskegon-MI.gov or **www.shorelinecity.com**

www.muskegonpolice.com will bring you directly to the Police Department's website

MARCH 2013 edition

Any corrections or recommended changes to this booklet? Please call the Planning Department at 231-724-6702

TABLE OF CONTENTS

City Commissioners	3
City Departments	3
Getting Involved	4
Active Citizen Boards and Commissions	4
Neighborhood Associations	5
Schools	6
Safety/Youth	6
Property Maintenance Standards and Key City Policies	7
• Addressing	7
• Alleys	7
• Animals and Animal Waste	7
• Appliances	7
• Bicycle Registration	7
• Burning	7
• Garbage Pick-Up	8
• Junk Cars	8
• Launch Ramp Permits	8
• Marina Slips	8
• Mowing and Yard Upkeep	8
• Noise	9
• Parking	9
• Permits	9
• Picnic Shelter Reservations	9
• Property Maintenance	9
• Rental Units	9
• Sidewalks	10
• Spring Clean Up	10
• Street Lights	10
• Toters	10
• Trees	10
• Voting	10
• Yards, Yard Waste, and Leaves	10
Other Useful Contacts	11
• Utility Connections	11
• Misc State & Federal Government	11
• County of Muskegon	12
• Housing Assistance Programs	12
• Health and Human Services	13
Entertainment/Cultural/Recreation	14
Marina/Boat Launch Facilities	14
Environmental & Natural Resource Agencies	15
Public beaches	15
Consumer Protection	16
Services Index	17-20

CITY GOVERNMENT

City Commissioners (231)724-6701

City Commission meetings are held at City Hall on the 2nd and 4th Tuesdays of the month at 5:30 p.m. Meetings are televised live on local cable TV.

Stephen J. Gawron, Mayor			
Eric L. Hood	Ward I	Byron Turnquist	Ward IV
Willie German Jr.	Ward II	Lea Markowski	At Large
Lawrence O. Spataro	Ward III	Sue Wierengo	At Large

CITY DEPARTMENTS

Departments are located at City Hall, 933 Terrace St. unless noted by (DPW) after the name. Department of Public Works (DPW) offices are located at 1350 E. Keating Ave.

<u>Department</u>	<u>Department Head</u>	<u>Phone</u>
Affirmation Action	Dwana Thompson	724-6703
Assessing Office	(now thru County Equalization office)	724-6386
Cemetery & Forestry (DPW)		724-6783
City Clerk's Office	Ann Marie Cummings	724-6705
Civil Service/Human Resources (thru the County of Muskegon)		724-6442
Community & Neighborhood Services (housing programs)	Oneata Bailey	724-6717
Community & Economic Development (Planning)	Cathy Brubaker-Clarke	724-6702
Engineering	Mohammed Al-Shatel	724-6707
Farmers Market (Seasonal)	700 Yuba St. www.muskegonfarmersmarket.com	722-3251
Finance	Tim Paul	724-6713
Garbage Pickup (DPW)		724-4100
Income Tax	Kenneth Grant	724-6770
Inspection Services	contracted through SAFEbuilt of West MI	724-6715
Leisure Services - See Planning		
Manager's Office	Bryon Mazade	724-6724
Marina (Seasonal)	920 W. Western Ave. www.hartshornmarina.com	724-6785
Marina (DPW office)	Kevin Santos	724-6908
Mayor's Office	Stephen J. Gawron	724-6701
Parks Maintenance (DPW)	Bernadette Young	724-4100
Planning	Cathy Brubaker-Clarke	724-6702
Public Safety	Jeff Lewis	
Fire		724-6792
Police		724-6750
Emergencies - Dial 911		
Silent Observer		72-CRIME (722-7463)
Public Works (DPW)	Mohammed Al-Shatel	724-4100
Senior Transit (DPW)		724-4150
Streets & Alley Maintenance (DPW)		724-4100
Treasurer	Derrick Smith	724-6720
Water Filtration Plant	Steve Teunis (Located at 1900 Beach St)	724-4106
Water Service & Sewer Maintenance (DPW)		724-4100
Water/Sewer Billing	Derrick Smith	724-6718
TTY/TDD (for hearing impaired)		724-6705

GETTING INVOLVED IN YOUR COMMUNITY

There are many great ways to get involved with your community, such as joining your neighborhood association, coaching, mentoring, volunteering with a human service organization, or serving on a citizen committee or advisory board. See page 5 for a list of Neighborhood Associations.

City Advisory Boards (*see list below)	724-6705
Institute for Healing Racism (through MCC)	777-0536
Muskegon Area Chamber of Commerce	722-3751
Volunteer Muskegon! (matches volunteers with organizations in need)	722-6600

ACTIVE CITIZEN BOARDS AND COMMISSIONS*

Assessing Board of Review:

Reviews property assessment rolls.

Construction Board of Review:

Assists with interpretations of construction codes and appeals process.

Citizen's Police Review Board:

Helps investigate complaints about police conduct and procedures.

Civil Service Commission:

Sets policy and procedures for City personnel under the Civil Service system.

Citizen's District Council:

Reviews and makes recommendations on community block grant resources.

Downtown Development Authority:

Administers captured tax increments to reinvest in Muskegon's downtown.

Election Commission:

Examines voting machines prior to elections.

Historic District Committee:

Administers design guidelines in designated historic districts.

Housing Board of Appeals:

Review and recommends demolition of unsafe structures.

Income Tax Board of Review:

Hears appeals on income tax claims.

Local Development Finance Authority:

Issue bonds and use tax increments to promote development.

Local Officer's Compensation Commission:

Recommends salaries for local elected officials.

Planning Commission:

Recommends land use policy and helps implement the zoning ordinance.

Zoning Board of Appeals:

Hears appeals regarding the zoning ordinance.

*For more information on roles, meeting time and membership, consult the *Community Relations Index* available from the Clerk's Office, or on the City's website. If you are interested in serving on one of these boards, contact the City Clerk at 724-6705, or visit the City's website and fill out a Talent Bank Application.

NEIGHBORHOOD ASSOCIATION MEETINGS

Below is a list of the City's neighborhood associations and their meeting times. To find out which neighborhood you are in, contact Denny Powers, Police-Community Coordinator, at 231.724.6764 or via e-mail at Denny.Powers@shorelinecity.com.

Meeting dates & times are subject to change; please call the number listed to confirm.

<u>Neighborhood Assoc</u>	<u>Day</u>	<u>Location</u>	<u>Time</u>
Angell	3rd Monday No meetings in December or January	Allen Avenue Christian Reformed Church	7:00 p.m.
Beachwood/Bluffton	3rd Tuesday No June or December meetings. Call Bonnie Witt at 759-0551 for more info.	Great Lakes Naval Museum, 3800 Bluff	5:30 p.m.
Campbell Field	2nd Monday Meets in January, April, & October	Park Terrace, 1290 W. Hackley Ave.	7:00 p.m.
East Muskegon	2nd Monday	COGIC Center, 2140 Valley St.	6:00 p.m.
Glenside	3rd Wednesday	McGraft Park Community Bldg, 2004 Wickham	7:00 p.m.
Jackson Hill	3rd Tuesday	Smith Ryerson Comm. Center, 500 Wood St	6:00 p.m.
Lakeside	2nd Wednesday September, November, January, March meetings	Bunker School Cafeteria	7:00 p.m.
Marquette	2nd Thursday	Marquette School Library, 480 Bennett	5:30 p.m.
Marsh Field	3rd Monday	Our Father's Church, 473 E. Laketon Ave.	6:30 p.m.
McLaughlin	3rd Monday	Bethany Church Parish House	6:00 p.m.
Nelson	3rd Wednesday	Nelson Place Comm. Room, 350 Houston Ave.	6:30 p.m.
Nims	4th Monday	Fire Station at Laketon & Lakeshore Dr.	6:30 p.m.
Oakview	2nd Thursday Call Judy Meisch at 777-2481 for information	First Wesleyan Church, 1040 E. Forest Ave.	6:30 p.m.
Sheldon Park	3rd Monday	Evanston Ave. Baptist Church, 1188 Evanston	6:30 p.m.

Dumpster Days: Each Neighborhood Association holds two "Dumpster Days" per year - one in the spring and one in the fall - where neighborhood residents may dispose of their household trash, subject to some limitations. Contact your Association for details, or visit the City's website (Community/Visitors → Neighborhoods) for a schedule of dates & times.



SCHOOLS

Muskegon Public Schools:

Administration	720-2000
Alternative Education	720-2530
Lakeside Elementary School (formerly Bunker Middle School)	720-2300
Head Start	720-2560
M-Tec	720-2530
Marquette Elementary	720-2600
Moon Elementary	720-2700
Muskegon High School	724-2800
Muskegon Middle School	720-3000
Nelson DK	720-2200
Oakview Elementary	720-2450
Muskegon Area Intermediate School District	777-2637

Muskegon Catholic Central	755-2201
Western Michigan Christian	799-9644

Colleges

Baker College Main Campus	777-5200
Baker Culinary Institute	777-6642
GVSU Muskegon Campus	777-0505
Muskegon Comm. College	773-9131

Charter Schools:

Three Oaks Public School Academy, 767-3365

SAFETY / YOUTH

Arson Control	1-800-44-ARSON
Big Brothers/Big Sisters	728-2447
Child Abuse Council	728-6410
Children's Resource Network	728-7152
Muskegon Family YMCA	722-9322
National Parent Information Network	1-800-583-4135 or www.npin.org
Neighborhood Watch	724-6750 (Muskegon Police Dept)
Poison Control	800-764-7661
U.S. Department of Justice	www.parentingresources.ncjrs.org
Webster House	759-7909
Youth Crisis Hotline	1-800-HIT-HOME
Youth Employment Program (YEP!) through Community enCompass	728-3117

National Clearinghouse for Alcohol and Drug Information www.health.org or
1-800-729-6686 or en Espanol 877-767-8432

For summer youth recreation opportunities in the City, check the City's website (Departments → Planning → Youth Recreation), or call the Planning Department at 231-724-6702.
You can also check with the YMCA at 722-9322, or Muskegon Public Schools.

NOTES:

PROPERTY MAINTENANCE STANDARDS & KEY POLICIES

Part of understanding your community and being a good citizen means learning about local rules that impact your quality of life. Quality neighborhoods benefit everyone by keeping our City an attractive, clean, and safe place to live and raise families. The following is information on some of our most common questions and/or sources of complaints and the departments to call. (Area code for all listed phone numbers is 231)

ADDRESSING: To help friends, neighbors and emergency vehicles find you, all buildings are required to have address numbers posted on the building so that the numbers are visible from the street. The numbers should be at least two inches high and set on a contrasting background to make them stand out.

ALLEYS: Residents must help maintain alleys by trimming brush, grass and picking up refuse to the center of the alley, even if it is outside fenced areas. This includes mowing and keeping them free of garbage and lawn waste. Alleys are graded and plowed if they are on the City's maintenance schedule. You may call the **Department of Public Works (DPW)** about alley maintenance (grading, plowing) at **724-4100**.

Code Compliance Inspectors will send notices and may ticket unkempt areas adjacent to alleys. They may be contacted in the **Planning Department** at **724-6766**.

ANIMALS and ANIMAL WASTE: You may have up to three adult dogs* and four adult cats in the City. Dogs must be licensed, and animals may not roam. Dogs must be leashed when off your property, and you must clean up after your pet at all times, per the City's "pooper scooper" ordinance. Ownership of livestock, wild and exotic animals is not permitted. For more information contact the **Police Department** at **724-6750** or the **County Sheriff's Department** at **724-6007**. To report excessive dog feces contact the **Code Compliance Unit** at **724-6766**.

**Dangerous breed dogs are limited to ONE per household (includes all pit bulls and other dogs deemed dangerous by a police or animal control officer). For additional restrictions on dangerous dogs, contact the Police Department, 724-6750.*

APPLIANCES: Appliance disposal requires a separate **green** sticker, which costs \$25.00*. Acceptable appliances include: refrigerator, stove, dishwasher, microwave oven, washer, dryer, water heater, trash compactor and dehumidifier. The stickers may be purchased at the **Treasurer's Office** in City Hall. *Fees subject to change; contact **Treasurer** at **724-6720**.

BICYCLE REGISTRATION is required, and can help locate your bike if it's lost or stolen. Please register your bikes with the **Police Department** (724-6750).

BURNING: Open burning of leaves and waste is not permitted. Call the **Fire Department** at **724-6792**.

DUMPSTER DAYS: A Dumpster day for each neighborhood is held in the spring and fall. A Dumpster is placed in each neighborhood and residents can bring household items to dispose of, subject to some limitations. Each neighborhood association supervises its Dumpster day. Contact your Association (see page 5) or check the city website for the schedule.

GARBAGE PICK-UP: To report a problem with garbage pickup, call **DPW** at **724-4100**.

GARBAGE TOTERS: To keep neighborhoods looking neat and avoid spilling trash, please do not overload your toter and do not put them out before 7:00 p.m. the night before garbage pick-up. After toter is emptied, it is to be stored out of public view. If a toter is not taken care of, you may be ticketed or it could be taken away. To replace a broken toter, call the DPW at **724-4100**. To replace a missing toter, call the **Water Department** at **724-6718**. Refuse must be contained in the toter or have a bulk refuse sticker on it, or it will not be picked up.

BULK REFUSE STICKERS: If you have more garbage than the toter can hold, you must have a bulk refuse garbage sticker on each item (couch, TV, extra garbage bag, etc.). Each extra article must have a sticker. We recommend that you firmly attach the sticker to the item so it does not blow off or get stolen. Stickers may be purchased for \$2.00 each at the **City Treasurer's Office** (724-6720) or **DPW** (724-4100). If you buy five stickers, you get one free (six for \$10.00).

JUNK CARS: Vehicles must be licensed, operable and in good repair. The Police Department may tow inoperable or unlicensed vehicles. To report unlicensed or junk vehicles, call the **Police Department** at **724-6750**.

LAUNCH RAMP PERMITS: Annual permits available at the **Treasurer's Office, Hartshorn Marina** and **DPW**. City boat launch facilities are located at the Jaycees Boat Launch (2912 Lakeshore Dr), Grand Trunk Boat Launch (2090 Lakeshore Dr), Hartshorn Marina (920 W. Western Ave), and Fisherman's Landing (501 E. Western Ave). You can also camp at Fisherman's Landing. Call for availability at 231-726-6100. Launch permit fees are listed at www.muskegon-mi.gov/departments/parks/boat-launch-ramps/.

LEAVES: "Leaf season" as defined by City ordinance, begins September 1 and ends April 30. Once leaf season has concluded, leaves remaining *on a property with a principal structure* must be removed. The enforcement period begins **May 1**. Call **Planning** at 724-6702 to report unraked leaves after May 1. Leaves in paper bags or rigid containers (such as a rubber trash can) will be picked up on your regular garbage day. Leaves in plastic bags will not be picked up, and may be ticketed by a Code Compliance Inspector if left on the property. Remember, you may not rake leaves into the gutter, street, or alley. It's illegal, clogs storm drains, and makes a mess for the snowplows. To report a violation, contact **DPW** at **724-4100**.

MARINA SLIPS: Available at the **Hartshorn Marina Office, 724-6785** or **Department of Public Works, 724-4100**. For more information about Hartshorn Marina visit www.muskegon-mi.gov/departments/parks/hartshorn-marina/ or www.harshornmarina.com.

MOWING: During the growing season, (typically April 15 - October 15) City rules require that grass and vegetation be maintained so as not to exceed **8 INCHES IN HEIGHT**. The terrace (area between the curb and sidewalk) and alley areas must also be maintained. A **Code Compliance Inspector** will take action on properties that are not maintained. The City may also have weeds/grass cut at the property owner's expense. You will receive only **ONE LETTER PER YEAR** for a tall grass/weeds violation. Subsequent violations will result in the City cutting the grass at the property owner's expense; it may be cut the same day that a work order is issued. Please keep shrubs and trees trimmed back at corners to prevent traffic hazards, and away from sidewalks for pedestrian safety. For more information contact the **Planning Department (Code Compliance Unit)** at **724-6702**.

Do not put lawn clippings or leaves in the road, alley, or gutter since they may clog storm drains, which can be costly to clear out. Call **DPW** at **724-4100** to report dumping yard waste and/or leaves in the street.

NOISE: The City has a noise ordinance enforced by the Police Department. The ordinance deals with excessive noise at any time of day (i.e. loud car stereos, barking dogs, and other disruptive noise). Established quiet hours are from 11:00 p.m. to 7:00 a.m. Heavy equipment may not be operated during quiet hours. Call **911** to report a noise problem *when the violation is occurring*.

PARKING: Cars may not be parked in the front yard unless on a paved driveway. To report a front yard parking violation, contact the **Planning Department** at **724-6702**.

As of 2012, City ordinance prohibits parking on the terrace at any time of year (the area between the street & sidewalk). You may park on the street in a legal parking spot all year long. Parking in alleys is not permitted, since a clear path through the alley may be needed for emergency vehicles. To report parking violations other than front yards, call the **Police Department** at **724-6750**.

Other Parking-related Regulations:

- *Size Limit/Screening* - Recreational vehicles must be located behind the front building line of the principal structure (house) on the property and must be fully screened. They may not be stored out of a garage more than (48) hours.
- *Size Limits* - No vehicle with a rated hauling capacity of (2) tons shall be located on any property within any residential districts, unless the vehicle is engaged in a delivery, pick-up or service call to the property.
- *Parking Complaints - Front yards & RVs:* Call **Planning** at **724-6702**.
- *Handicap parking violations:* Contact the **Police Department** at **724-6750**

PERMITS:

- *Building Permits* are needed to remodel, wire, plumb, change heating and cooling systems, construct buildings, or install a pool over 24 inches deep. Contact **SAFEbuilt Building Department Services** at **724-6715**.
- *Development Permits* are required to construct fences, sheds, or small pools, and to divide parcels or clear land. Contact **Planning** at **724-6702**.
- Permits are needed to work in the public right-of-way (ROW). Permits/approval of non-existing drive or sidewalk must be issued by Planning prior to the **Engineering Department** issuing a ROW permit.
- *Special Event Permit* is required for a public event held on City property. Contact **Planning** at **724-6702**.

PICNIC SHELTER RESERVATIONS: To reserve a picnic shelter for a private event, contact the **Engineering Department** at **724-6707** or go online at www.shorelinecity.com. Picnic shelters are located at Seyferth, Kruse (4), Margaret Drake Elliot (Pere Marquette), Beachwood, Campbell, and McGraft Parks. For more information and to check shelter availability, visit www.muskegon-mi.gov/departments/parks/picnic-shelters/. For a Special Event at a City park (a public event), contact the **Planning Department** at **724-6702**.

PROPERTY MAINTENANCE: Continued maintenance of buildings (roof, paint, siding, porches, etc.) is the responsibility of the property owner. Fences and walls must also be kept in good

repair. For information on the property maintenance code, call **SAFEbuilt Building Department Services** at 724-6715.

RENTAL UNITS: All rental units require periodic inspection and must have a Certificate of Compliance showing they are up to code. Call the **Code Compliance Unit** at 724-6766.

SIDEWALKS: Sidewalk maintenance and repair is the responsibility of the property owner. Sidewalks should be shoveled, free of overhanging shrubs or branches, and not blocked by vehicles. Of particular concern are uneven sidewalk slabs having a height difference of $\frac{3}{4}$ inch or more. These present serious hazards to pedestrians. Sidewalks that are not maintained may be cited and the City may have repair done with costs being charged to the property owner. Call the **Engineering Department** at 724-6707.

STREETLIGHTS: To report streetlight outages, contact Consumers Energy at www.consumersenergy.com/bdisu/streetLightRepair_start.sap or 1-800-477-5050. You may also call the **DPW** at 724-4100 and they will report outages to Consumers Energy.

TERRACES (*area between the street and sidewalk*). This area is City-owned, but must be maintained by the property owner (mowed, kept free of trash, etc). Any trash or yard waste on the terrace must be in approved containers and must not be placed out until 7:00 p.m. the night before your scheduled trash pick-up. Loose trash bags will not be picked up, unless you have placed a bulk refuse sticker on each one (stickers for purchase at the Treasurer's Office). Items left on the terrace will be cited by a Code Compliance Inspector, giving the property owner/occupant **24 hours** to remove the item(s). Items not removed may be picked up by the City, with costs and fees charged to the property owner.

TREES: Trees in the City right-of-way (generally the terrace area between the sidewalk and curb) are planted and maintained by the City Forestry Department. Please report dangerous trees, downed limbs or diseased trees on the terrace to the **Forestry Department** at 724-6783. Trees on public property may not be removed or trimmed. Fallen limbs from private trees onto public areas are the responsibility of the property owner.

VOTING: Please register at the City Clerk's Office (724-6705), or with the Secretary of State.

YARD UPKEEP (TRASH & BRUSH)

Items like building materials, car parts, tires, household items, tools, appliances, dismantled machinery, scattered trash, cardboard, domestic waste, or yard waste may not be openly stored in yards. If such items are not disposed of properly, or properly stored (i.e. in a garage or shed), a **Code Compliance Inspector** will initiate a violation notice by mail*. If not taken care of by the property owner, the City may clean the property at the owner's expense and/or ticket the responsible party. Call the **Planning Department** at 724-6702 to report a violation. (*Terrace violations are not mailed; a sticker is placed on the item giving the owner/occupant 24 hours to remove it).

YARD WASTE is picked up on your regular trash day and may not be placed at the curb until 7:00 p.m. the night before. Yard waste pick-up typically runs from the first week of April through the first week of December, weather permitting. Yard waste (grass, leaves and twigs) must be in **paper bags or rigid containers only** or the waste hauler will not pick it up. Rigid containers should be labeled "yard waste". An Environmental Inspector will cite yard waste stored in plastic bags. ***Branches and sticks*** must be tied up with twine in manageable

bundles no greater than 4 feet in length. Branches can be no more than 4 inches in diameter. Large limbs and trees from residential units may be disposed of by making an appointment with the **DPW** at **724-4100**.

LANDLORDS: TO HELP KEEP YOU APPRISED OF CODE VIOLATIONS WRITTEN ON YOUR PROPERTIES, THE CITY OFFERS A FREE **E-ALERT SERVICE** THROUGH THE **PLANNING DEPARTMENT**. IN ADDITION TO MAILED NOTICES OR TERRACE TRASH CITATIONS, YOU WILL RECEIVE AN E-MAIL NOTIFICATION THE DAY YOUR PROPERTY IS WRITTEN UP, NOTIFYING YOU OF THE VIOLATION. THIS IS ESPECIALLY HELPFUL IN NOTIFYING YOU OF 24-HOUR TERRACE VIOLATIONS. THE **ALERT SERVICE APPLICATION** CAN BE FOUND ON THE CITY'S WEBSITE AT www.shorelinecity.com, UNDER **QUICKLINKS** → **PLANNING FORMS**.

OTHER USEFUL CONTACTS

UTILITY CONNECTIONS:

Water and Sewer Services are provided by the City of Muskegon. You can sign up for service by contacting the **Water Department** at City Hall, which is located downtown at 933 Terrace Street (phone **724-6718**). You will need to have a picture ID. If a land contract is involved, you will also need proof of the registered contract.

Electric Service Provided by Consumers Energy (231-727-6100) www.consumersenergy.com

Gas Service Provided by DTE Energy (1-800-477-4747) www.dteenergy.com

Home Telephone Service Provided by Frontier (1-800-921-8101) www.frontier.com

Curbside Recycling Provided by Allied Waste (1-800-837-7311)

Local news: Muskegon Chronicle newspaper, MLive Media Group www.mlive.com
(231)722-3161 or (800) 783-3161

MISC. STATE & FEDERAL GOVERNMENT CONTACTS

Muskegon Post Office, 800 First St. 231-722-7292

Federal Citizen Information Center 1-800-333-4636

FEMA (Federal Emergency Management Agency) 1-877-FEMA-MAP

Flood Map Information www.fema.gov

Internal Revenue Service 1-800-829-3676

Secretary of State (Drivers License, Registrations, etc.) 1485 East Apple Ave. 1-888-767-6424

Social Security Administration 1-800-772-1213

New office open 340 Morris St., downtown across from bus depot 231-759-2525

State Department of Natural Resources (Grand Rapids) 1-616-356-0505

U.S. Coast Guard (Search and Rescue) 1-800-492-5983

Veterans Affairs (www.va.gov) 1-800-827-1000

State Senator: Goeff Hansen (34th Dist) 517-373-1635

Email: SenGHansen@senate.michigan.gov

State Representative: Marcia Hovey-Wright (92nd Dist) 517-373-2646

Email: marciahovewright@house.mi.gov

(Senator and Representative information is current as of June, 2012)

COUNTY OF MUSKEGON:

Web address: www.co.muskegon.mi.us

Note: Many County departments are now located in the former Baker College complex, now called Muskegon County's South Campus, on Apple Ave. between Pine and Spring Streets.

<u>Facility</u>	<u>Phone</u>	<u>Location</u>
Airport <i>Fly Muskegon!</i>	798-4596	99 Sinclair Drive
Assessor/Equalization	724-6386	173 E. Apple, 1 st floor
Birth/Marriage/Death Certificates	724-6538	173 E. Apple #210, 2 nd floor
Child Protective Services	733-8281	
Circuit Court	724-6251	County Building, 990 Terrace St.
County Clerk	724-6221	County Building, 990 Terrace St.
County Sheriff / Jail	724-6351	25 W. Walton Ave.
60 th District Court	724-6250	990 Terrace St.
District Court, Traffic Violations	724-6302	990 Terrace St.
Dog Licenses (Health Dept.)	724-6246	209 E Apple Ave
Department of Human Services	733-3700	2700 Baker St Ste 2
Friend of the Court	724-6421	990 Terrace, 3 rd Floor
Health Department	724-6208	209 E. Apple Ave.
Heritage Landing rental	724-6416	
Household Hazardous Waste (DPW)	724-6411	990 Terrace, 4 th Floor
Human Resources	724-6442	1611 Oak Ave.
MATS Bus Terminal	724-6420	351 Morris
• Greyhound Bus	724-6048	351 Morris
MSU Cooperative Extension	724-6361	97 E. Apple Ave.
Pound Buddies Dog Rescue	724-6500	1300 E. Keating
Probate Court	724-6241	990 Terrace, 5 th Floor
Register of Deeds	724-6271	173 E Apple Ave., Suite 301
Small Claims Court	724-6307	
Landlord/Tenant Division	724-6499	990 Terrace, 2 nd Floor
Treasurer	724-6261	173 E. Apple Ave., Suite 104
Veteran's Affairs	725-7143	165 E. Apple Avenue #201
Violations Bureau (traffic citations)	724-6702	

HOUSING ASSISTANCE PROGRAMS:

Bethany Housing Ministries / Community enCompass (1105 Terrace St.)	728-3117
City of Muskegon Community & Neighborhood Services	724-6717
Trinity Village Non-Profit Housing Corporation	728-5303
Muskegon Housing Commission	722-2647
Provides housing for disabled, elderly, and low-income families, under HUD guidelines.	
MO-CAP is a county program that helps with weatherization	725-9499
U.S. Housing & Urban Development Housing Discrimination Hotline	1-800-669-9777

The State of Michigan Housing Development Authority has several programs through local banks including:

- Low cost property improvement loan for homes and rental properties.
- Single family affordable mortgage program.
- Mortgage credit certificate.
- Down payment assistance program.

Call 517-373-8017 or 1-800-327-9158; (TTY) 1-800-382-4568 or visit www.mshda.org

HEALTH & HUMAN SERVICES

United Way Community Access Line • Dial 2-1-1 or www.CALL-211.org

Addiction Services	1-800-981-2481
Catholic Charities of West MI	726-4735
Children's Resource Network	728-7152
Community Mental Health Services	724-1111
Every Womans Place 24-Hour Crisis Hotline	759-7909
Food mobile	call 2-1-1
Gambling Problem.....	1-800-270-7117
Goodwill Industries.....	722-7871
www.goodwillwestmich.org	
Hospice services	
Harbor Hospice/Poppen House	728-3442
Mercy VNS	672-4663
Legal Aid of West Michigan	726-4887
Love, Inc. of Muskegon	777-3905
Meals on Wheels (AgeWell Services).....	755-0434
Mercy Health Partners - Sherman campus	672-2000
Mercy Health Partners - General campus	672-2000
Mercy Health Partners - Hackley campus	726-3511
Mercy Health Partners Life Counseling.....	726-3582
www.mghp.com/services/counselingservices.shtml	
Michigan Online Health Directory	
www.mchp.org	
www.ihelp-westmi.info	
Mission for Area People.....	733-9672
MOKA Corporation.....	830-9376
www.moka.org	
Muskegon Community Health Project	672-3201
Muskegon County Lions Helpline	744-8924
Muskegon Pregnancy Services	726-2677
Muskegon Rescue Mission.....	727-6090
www.muskegonmission.org	
NAACP.....	894-5700
Nutritional Services	755-0434
Planned Parenthood Center.....	724-4415
www.plannedparenthood.org	
Red Cross www.redcross.org	726-3555
Salvation Army	773-3284
www.tsa-wmni.org	
Sacred Suds (McLaughlin Neighborhood)	728-3117
Senior Resources, an Area Agency on Aging	739-5858
Tanglewood Senior Resources	733-8699
Urban League	726-3172
Westshore Dispute Resolution	727-6001
Women's Medical Service	773-7666

ENTERTAINMENT • CULTURE • RECREATION

Muskegon County Convention & Visitor's Bureau:	231-724-3100
www.visitmuskegon.org	
Farmers Market & Flea Market	722-3251
700 Yuba Street, Muskegon, MI 49442	
Fisherman's Landing (Camping/Boat Launch)	726-6100
Frauenthal Center for the Performing Arts	722-9750 (or 1-800-585-3737 for tickets)
Great Lakes Naval Memorial & Museum	755-1230
Home of the <i>USS Silversides</i> WWII submarine, www.silversidesmuseum.org	
Hackley Public Library	722-7276
Hackley & Hume Historic Site	722-7578
L.C. Walker Arena	726-2939
Home of Muskegon Lumberjacks hockey, www.lcwalkerarena.com	
Lake Express High Speed Ferry	755-0308
www.lake-express.com	
Lakeshore Museum Center	726-6908
www.lakeshoremuseum.org	
Milwaukee Clipper	755-8066
www.milwaukeeclipper.com	
Muskegon Bike Time	727-8463
www.muskegonbiketime.com	
Muskegon County Chamber of Commerce	722-3751
Muskegon Civic Theater	722-3852
www.muskegoncivictheater.org	
Muskegon Museum of Art	720-2570
www.muskegon.k12.mi.us/mma	
Parties in the Park	www.partiesinthepark.com
Port City Princess Lake Cruises	728-8387
State Park Camping Reservations	1-800-447-2757
www.michigan.gov/dnr	
West Shore Symphony Orchestra	726-3231
www.wssso.org	

MARINA & BOAT LAUNCH FACILITIES:

Fisherman's Landing Launch & Campground	(231) 726-6100
538 E. Western Ave (near Giddings & Ottawa, just off BR US-31 (downtown area)	
Grand Trunk boat launch	McCracken & Lakeshore Dr. (Lakeside area)
Hartshorn Marina/launch	920 W. Western Ave. next to the YMCA (downtown area)
Marina office (seasonal)	
(231) 724-6785	
Jaycees boat launch	Cottage Grove & Lakeshore Dr. (Lakeside area)

PUBLIC BEACHES:

Pere Marquette Park (Lake Michigan)

Beautiful sandy beach, play equipment, pier, and lighthouses. Home of Inside Out beach volleyball

Kruse Park (Lake Michigan)

Bring your dog and enjoy the dog beach located at the north end of the park. Pavilions available to rent for family get-togethers. Call 724-6707

Harbour Towne Beach (Muskegon Lake)

The City's only public beach on Muskegon Lake

For more information on the City's beaches, parks, and event facilities, see our **PARKS & EVENT FACILITIES** booklet available through the Planning Department or on the City's website. Check the City Parks section of the website at www.shorelinecity.com.

ENVIRONMENTAL & NATURAL RESOURCE INFORMATION

Grand Valley Annis Water Resources Institute (AWRI)

740 W. Shoreline Drive, 231-728-3601

AWRI's mission is to integrate research, education, and outreach to enhance and preserve freshwater resources.

Grand Valley's Muskegon Alternative & Renewable Energy Center (MAREC)

200 Viridian Drive, 231-722-4371

The mission of MAREC is to be a destination point for business and technology development with a focus on the alternative and renewable energy sector.

Michigan Department of Environmental Quality, Grand Rapids district office 1-616-356-0500

Michigan Department of Natural Resources (www.michigan.gov/dnr)

DNRE Grand Rapids office 1-616-356-0505

Michigan State University - Cooperative Extension Service has a catalog and useful educational brochures on such topics as child development, family financial planning, gardening and youth career development and much more. Order a catalog by calling **231-724-6361**.

Muskegon County Conservation District - is a good resource for information on natural resource issues including the use of natural vegetation in landscaping, control of soil erosion and protecting water quality. For more information call **231-773-0008**.

Muskegon County Public Health - provides many informational brochures on health issues addressing such things as keeping bugs out of your home, lead poisoning prevention, rats, and information on rabies. Call the County Health Department for more information at **231-724-6311**.

Muskegon River Watershed Assembly (www.mrwa.org)

Dedicated to the preservation, protection, restoration, and sustainable use of the Muskegon River, the land it drains, and the life it supports, through educational, scientific and conservation initiatives.

CONSUMER PROTECTION AGENCIES

Automobiles: The State Bureau of Automotive Regulation, Michigan Department of State, Lansing, MI 48918. Toll-free: 1-800-292-4204.

Better Business Bureau of West Michigan 616-774-8236 or www.muskegon.bbb.org

Contractors: Contractors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints. For information on the process call 517-241-9202.

Educational Materials: The federal *Consumer Information Catalog* offers many low or no cost educational materials for consumers. The *Consumer Action Handbook* provides several useful consumer contacts. Both documents can be ordered by calling toll-free: 1-888-878-3256 or via the Internet at www.publications.gsa.gov.

Finance: State Banking Authority, Financial Institutions Bureau, Office of the Commissioner, 333 S. Capitol Avenue, Suite A, P.O. Box 30224, Lansing, MI 48909. 517-373-3460. www.michigan.gov/lara/0,4601,7-154-10555---,00.html.

Insurance: Michigan Office of Financial & Insurance Regulation, 611 West Ottawa St. 2nd Floor North, P.O. Box 30220, Lansing, MI 48933. Toll-free; 1-877-999-6442. www.michigan.gov/lara/0,4601,7-154-10555---,00.html.

Realtors: Realtors must be licensed by the State of Michigan. The State Commercial Enforcement Division handles complaints regarding Realtors. For information on the process call 517-241-9202.

Securities: Corporate, Securities & Land Development Bureau. P.O. Box 30222, 6546 Mercantile Way, Lansing, MI 48909. 517-241-6370.

Seniors: Legal Hotline for Older Michiganians 1-800-347-5297. The state also has a booklet called "Services for Seniors; Laws and Programs for Senior Adults"; which is available from the City Planning Department, or call your state representative.

Tenant rights: The State of Michigan wrote a handy booklet called "*A Practical Guide for Tenants and Landlords*" some copies are available from the City Inspections Department or call your state representative for a copy.

Utilities: Public Service Commission, 6545 Mercantile Way, Suite 7, P.O. Box 30221. Lansing, MI 48909. Toll-free: 1-800-292-9555. www.michigan.gov/mpsc.

Weights and Measures: Department of Agriculture, Food and Dairy Division, Ottawa Building, 4th Floor, P.O. Box 30212, Lansing, MI 48909. Toll-free: 877-765-8388.

NOTES:

SERVICES INDEX

Phone numbers found on page 3 for City Departments, or page 12 for County Departments

Abandoned/Unlicensed automobiles/boats -- Police Department

Absentee ballots -- City Clerk

Accounts payable -- Finance

Accounts receivable -- Treasurer

Affirmative Action - housed in the City Manager's office

Alleys, plowing/grading/dust control -- Public Works

Animals

- **Dead animal in the street -- Public Works**
- **Dog feces (excessive) - Code Compliance**
- **Noise -- Police**

Bankruptcy claims filed for the city - Treasurer/Income Tax

Bicycle registrations -- Police Department

Bid openings -- City Clerk

Birth Certificate -- County Clerk, 724-6538

Brush, limbs disposal (from private property) -- Public Works

Budget -- Finance

Budget administration -- Manager's Office

Building permits-- SAFEbuilt Building Department Services

Burning regulations -- Fire Department

Business registration -- City Clerk

Cemetery maintenance - Public Works

Census - Planning/Community & Economic Dev.

Child support -- County Friend of the Court

Citizen insurance claims - Finance

Citizens Police Academy - Police

City bond issue information -- Finance

City calendar -- City Clerk

City Commission contacts -- Manager's Office

City Commission meeting schedules & agendas -- City Clerk

City Employee training & development -- City Mgr. /Civil Service /Affirmation Action

City Ordinances -- City Clerk

City Policy -- City Clerk

City/state/federal relations -- Manager's Office

Civil Service rules and regulations -- Civil Service (Muskegon County)

Community based organization grants -- Community & Neighborhood Services

Community Police Program -- Police Department

Contract compliance/wage rates for contracts -- Affirmative Action

Damage claim (City Related) -- Finance

D.A.R.E. program -- Police Department

Deeds -- County Register of Deeds

Debris/glass in street -- Department of Public Works

Development plan review - Planning/Community & Economic Development

Divorce decree - County Clerk

Downtown development - Planning/Community & Economic Development

SERVICES INDEX CONTINUED...

Driveway changes (new drives) - Engineering
Driveway permits - Engineering
Dump facility - Muskegon County Solid Waste
Economic and industrial development - Community & Economic Development
Elderly/Disabled public housing - Housing Commission
Elections - City Clerk
Electrical permits - SAFEbuilt Building Department Services
Employer income tax withholding registration - Income Tax
Employment services - Muskegon County Human Resources, 1611 Oak Ave Suite 2
Encroachments (in the City Right-of-way) - City Clerk and Engineering
Environmental resources - see page 15
Family public housing - Muskegon Housing Commission, 722-2647
Fence regulations - Planning
Firearms registration - Police
Flooding (Basement/Street) - DPW, 724-4100 after hours, 737-2680
Garbage collection - Department of Public Works
Garbage collection, missed pick-ups - 724-4100
General city administration - Manager's Office
Graffiti - Public Works
Grass (not being mowed) - Planning
Hazardous material leaks & spills -- Fire Department
Heritage Landing Park Rental - Muskegon County Facilities Mgmt, 724-6416
Hiring for City jobs - Muskegon County Human Resources, 724-6442 or 1-877-521-JOBS
Historic districts - Planning
Historic city records - City Clerk or Planning (for Historic Districts)
Homeownership Opportunity Program - Housing Commission, 722-2647
House moves -- SAFEbuilt Building Department Services
Household Hazardous Waste - Muskegon County, 724-6001
Housing & building inspections - SAFEbuilt Building Department Services
Housing rehabilitation (single family & rental) - Community & Neighborhood Services
Income tax forms, info and payments -- Income Tax
Industrial facilities certificates - Planning/Community & Economic Development
Infrastructure building (streets, water, sewer construction) -Engineering
Infrastructure maintenance (streets, water, sewer) - Public Works
Labor relations, city policy - Manager's Office
Land use policy - Planning/Community & Economic Development
Leaf collection - Department of Public Works
Leaf complaints (unraked leaves in yards) - Planning
Legal descriptions of property - County Equalization, 724-6386
Licensing (e.g., business, liquor) - City Clerk
Liquor Licenses (in the City limits) -Police Department or Michigan Liquor Control Commission
Lot sizes & dimensions of lots - County Equalization
Low income rental assistance, Section 8 - Housing Commission
Low water pressure - Department of Public Works
Maps and aerial photos, city - Planning
Maps, county - Chamber of Commerce
Master Plan - Planning/Community & Economic Development
Mechanical permits - SAFEbuilt Building Department Services

SERVICES INDEX CONTINUED...

Moving (traffic) violations - Muskegon County Traffic Violations, 724-6302
Neighborhood land use planning - Planning/Community & Economic Development
Notary public - City Clerk
Ownership information (property) - County Equalization, 724-6386
Parking tickets, collection - Treasurer
Parking tickets, complaints - Police Department
Passports - City Clerk
Payment assistance for sidewalk & street assessments- Community & Neighborhood Services
Permits (building: remodeling & new) - SAFEbuilt Building Department Services
Permits (dances, transient vendors) - City Clerk
Permits (fence, shed, pool, deck) - Planning
Petitions (e.g., nominating, initiative & referendum) - City Clerk
Picnic shelter reservations (private parties) - Engineering
Plumbing permits - SAFEbuilt Building Department Services
Pothole and shoulder repair - Public Works
Property sales and acquisition (City land) - Planning
Property values - Assessor (County Equalization, 724-6386)
Recycling:

- Shoreline Recycling - 231-724-6081
- Allied Waste - 877-698-9274

Rehab grants (emergency, vinyl, outside paint for homeowners) -Community & Nbhd. Services
Rental unit registration - Code Compliance (Planning)
Senior Resources (see page 13, or call 2-1-1)
Senior transit information - Department of Public Works
Sewer back-up - Department of Public Works
Sidewalk permits - Engineering
Sidewalk replacement permits (public) - Engineering
Snowplowing and salting - Department of Public Works
Soil erosion or excavating permits - Engineering
Special assessments (development) - Engineering
Special assessments (payments) - Treasurer
Special Event Permits - Planning
Special Use Permits - Planning
Sports field reservations - Engineering
Storm drain repair & cleaning - Public Works
Street lights out - Consumer's Energy
Street signs - Public Work
Street sweeping - Public Works
Streets grading/dust control - Public Works
Stump removal (public property) - Forestry
Tax abatements for industries - Planning/Community & Economic Development
Taxes (real/personal/specific) - Treasurer
Taxes (delinquent real) - Muskegon County Treasurer
Tree Limbs on city property - Forestry
Traffic complaints and accident reports - Police Department
Traffic control devices/barricades - Public Works
Traffic counts - West MI Shoreline Regional Development Commission
Traffic lights/signals - Public Works

SERVICES INDEX CONTINUED...

Transportation Service (seniors only) - Public Works
Trash on porches - Code Compliance (Planning)
Tree removal/trimming (on public lands) - Forestry
Turn-off (water) for repairs - Public Works
Utility information (water and sewer lines) - Engineering
Utility payment agreements - Treasurer
Vacant Building Registration - Planning
Vacating streets & alleys - Planning
Vinyl siding program - Community & Neighborhood Services
Voter poll training of workers - City Clerk
Voter registration - City Clerk
Water & sewer bill non-payment shut-off & turn-on - Water & Sewer Billing
Water & sewer connection permits - Water & Sewer Billing
Water & sewer service initiation & discontinuation - Water & Sewer Billing
Water main break - Public Works
Water meter installation/problems - Public Works
Water quality - Water Filtration
Water treatment - Water Filtration
Water/sewer bills - Treasurer
Water/sewer main & service locations - Public Works
Water/sewer service installation - Public Works
Weapons (permits) - Police Department
Work within right-of-way, including sidewalks & drive approaches -Engineering
Yard Maintenance (grass, leaves, trash) - Planning/Code Compliance Unit
Yard Waste Collection (leaves, brush) - Public Works
Zoning ordinance & amendments - Planning